

ORIGINAL John E. Coleman Anthem Heights Drive Anthem, AZ 85086 Fax:

RECEIVED

All: NI

Arizona Corporation Commission

DOCKETED

Arizona Corporation Commission MAY 2 3 2003

Utilities Division

May 19, 2003

1200 West Washington Phoenix, AZ 85007

(602) 542-4251

Increase

DOCKETED BY

WS-01303A-02-0867

RE: Docket number

WS-01303A-02-0868 Arizona-American Water Company Rate WS-01303A-02-0869

WS-01303A-02-0870

W-01303A-02-0908

To Whom It May Concern:

I am a resident of Anthem, Arizona, and as such, subscribe to the services of Arizona-American Water Company. It has recently come to my attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

I am contacting you today to express my concern over this rate increase. Based on the information I have received. I am concerned that the rate increase requested is not reasonable. My specific concerns are as follows:

- 1. A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear what those costs include, and I am concerned that some of the costs do not directly relate to the water and sewer infrastructure of
- Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, I have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. I would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this

Director of Unimus

rate increase. I received my first bill today and it is already ridiculous. \$60.13 just to establish an account and then \$40.00 for water and sewage for 20 days only. I live by myself, I don't have landscaping (yet), and I was out of town for ½ of the 20 days in question. This is absurd to even think of allowing a rate increase when the current rate is already highly inflated. I lived in Scottsdale for 6 years and the rates were reasonable. Why is it already so much more expensive in Anthem?

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely,

John Coleman

Anthem Resident

ARIZONA CORPORATION COMMISSION

[MAY 2 9 9893]

Director of Williams

May 20, 2003

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251

RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear
what those costs include, and we are concerned that some of the costs do not directly
relate to the water and sewer infrastructure of Anthem.

2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.

3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.

4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

a Maste Lew

Sincerely,

Alan & Mable Lew

Mill Creek Way Anthem, Arizona 85086

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear
 what those costs include, and we are concerned that some of the costs do not directly
 relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely.

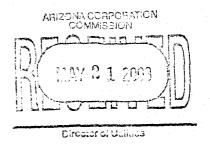
(Signature)

(Printed Name and Address)

M. 115 HOW DR

March 2003

Arizona Corporation Commission **Utilities Division** 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- 1. A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear what those costs include, and we are concerned that some of the costs do not directly relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

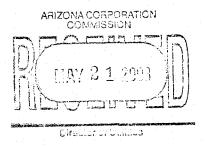
Sincerely,

Kim Brophev

Boone Ln.

Anthem, Az 85086

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear
 what those costs include, and we are concerned that some of the costs do not directly
 relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

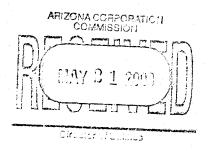
Sincerely,

(Signature)

(Printed Name and Address)

BB Morse

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear
what those costs include, and we are concerned that some of the costs do not directly
relate to the water and sewer infrastructure of Anthem.

2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.

3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.

4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely,

(Printed Name and Address)

TERRITORY TY

May 19, 2003

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear what those costs include, and we are concerned that some of the costs do not directly relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Cynthia S. Ott

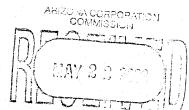
Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely.

Kenneth K. Ott

Keller Dr. Anthem, AZ 85086 May 18, 2003

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear
what those costs include, and we are concerned that some of the costs do not directly
relate to the water and sewer infrastructure of Anthem.

2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overty optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.

3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.

4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely,

(Signature) /

HENRY J. WARE
(Printed Name and Address)

BARBARAL. WARE

STEINBELL DR.

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear
 what those costs include, and we are concerned that some of the costs do not directly
 relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

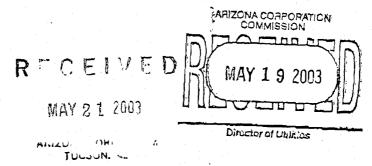
Sincerely,

Terry Williamson

(Printed Name and Address)

Cohen Tr.

Anzona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Anzona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear what those costs include, and we are concerned that some of the costs do not directly relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely,

Lary K. Kleingermerg (Signature)

(Printed Name and Address)

- LAUREL VALLEY WAY

Post-its Fax Note 76	71 Date \$ 200 pages
Co Bear Maris	SI FROM
Phone #	Phone #
Fax #	Fax #

Arizona Corporation Commission Utilities Division 1200 West Washington Phoenix, AZ 85007 (602) 542-4251

RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom it May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

- A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear what those costs include, and we are concerned that some of the costs do not directly relate to the water and sewer infrastructure of Anthem.
- 2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.
- 3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.
- 4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely.

Anthem, Anzona 85086

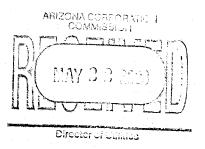
(Printed Name and Address)

LINGENMEYER and Address)

AUREL VALLEY WAY

March 2003

Arizona Corporation Commission **Utilities Division** 1200 West Washington Phoenix, AZ 85007 (602) 542-4251



RE: Docket number WS-01303A-02-0870, Arizona-American Water Company Rate Increase

To Whom It May Concern:

We are residents of Anthem, Arizona, and as such, subscribers to the services of Arizona-American Water Company. It has recently come to our attention that you are looking into the pending rate increase which has been requested by Arizona-American Water Company.

We are contacting you today to express our concern over this rate increase. Based on the information we have received, we are concerned that the rate increase requested is not reasonable. Our specific concerns are as follows:

1. A substantial portion of this increase is to offset new "infrastructure" costs. It is not clear what those costs include, and we are concerned that some of the costs do not directly relate to the water and sewer infrastructure of Anthem.

2. Based on comments by AZAWC in the local newspapers, part of the rate increase is to offset past losses due to their use of overly optimistic growth forecasts for Anthem in determining their initial rates. Actual growth rates for Anthem have exceeded initial Del Webb forecasts, and build-out is scheduled much earlier than originally anticipated. These conditions should lead to greater PROFITS for AZAWC, not losses. Therefore, we have serious doubts that the real cause of AZAWC's losses has much to do with the growth forecasts.

3. There were also comments by AZAWC in these newspapers that rates could be REDUCED in the future depending on the actual growth of Anthem. We would certainly like to see a very strong commitment to future rate reduction as a condition of any current rate increase, including more specific conditions clearly spelled out by AZAWC and ACC.

4. Finally, based on comments by AZAWC in the local newspapers, it appears that AZAWC is requesting a relatively high profit margin in this rate increase.

Thank you in advance for protecting our interests and handling this matter to the best of your ability.

Sincerely.

(Signature)